
Test Administrator User Guide

For Digital Tests in the SAT[®] Suite of Assessments

Spring 2022

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Prepared by Cambium Assessment, Inc.



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Introduction to the User Guide

This user guide supports proctors who manage testing for students participating in the College Board Digital Suite of Assessment practice tests and operational tests.

Organization of the User Guide

The guide includes the following sections:

- [How to Proctor Test Sessions in the TA Site](#)
- [How Students Sign in to the Student Testing Site and Complete Tests](#)

There is also an [Appendix](#) with additional information and instructions.

Understanding the Test Delivery System's Sites

The Test Delivery System delivers College Board's digital tests and consists of practice sites and operational testing sites. The practice sites function identically to the operational testing sites. However, the tests that are available in the practice and operational sites are different. Tests administered in the Student Digital Test Preview are for practice whereas the tests provided in the Student Testing Site are operational and students' scores will be official.

- **Practice Sites**
 - **TA Interface Practice Site:** Allows proctors to practice administering tests.
 - **Student Digital Test Preview:** Allows students to practice taking digital tests and using test tools. Students can log in to the testing site with their name and Registration Number or as guests. They can either take proctored tests in sessions created by proctors in the TA Interface Practice Site or they can take non-proctored tests.
- **Operational Testing Sites**
 - **Test Administrator (TA) Interface:** Allows proctors to administer operational tests.
 - **Student Testing Site:** Allows students to take operational tests.

Throughout the rest of this user guide, "TA Site" refers to both the TA Interface and TA Interface Practice Site.

How to Proctor Test Sessions in the TA Site

Administering tests in the Test Delivery System (TDS) is a straightforward process and the basic workflow is as follows:

1. The proctor selects a test and starts a test session in the TA Site.
2. Students sign in to the Student Testing Site and request approval for the test.
3. **First TA Approval:** The proctor reviews students' requests and approves them to enter the test session (Admit Students).
 - Note: At this point the student is unable to start the test as they will require a second approval to begin the test.
4. **Second TA Approval:** When all students have been approved to enter the test session, the proctor will approve for the test to begin (Start Test).
5. **Students complete their tests in the allotted time.** When the allotted time is up, the student will then be logged out and the test will automatically be submitted.
6. Once all students in the session have used all their allotted time, the proctor will be notified. The session will automatically close and the proctor will be given a dashboard view of everyone in that session.

This section describes the following tasks that proctors must perform to successfully administer digital tests:

- [How to Select Tests and Start a Test Session](#)
- [Approving Students for Testing](#)
- [Managing a Test Session](#)

For information about the testing process from a student's perspective, see the section [How Students Sign in to the Student Testing Site and Complete Tests](#).

Login information for the TA sites

To be able to access the operational TA Sites, your test coordinator must first create your account in TIDE. Once your account is created, you receive an account activation email. You can log in to the TA Sites after activating your account.

Navigate to the digital testing portal at <https://digitaltesting.collegeboard.org/>.

2. To access the TA Interface, click **Sign In to the TA Interface** (see [Figure 1](#)).

Figure 1. TA Interface sign in page



3. The **Login** page appears. Enter your email address and password.

Figure 2. Login Page

A login form with a light gray background. It contains two input fields: 'Email Address' with a blue person icon and 'Password' with a blue lock icon. Below the password field is a red link that says 'Forgot Your Password?'. At the bottom is a dark blue button labeled 'Secure Login'.

4. Click **Secure Login**. The selected TA Site appears.
 - a. If you have not logged in using this browser before, or if you have cleared your browser cache, the **Enter Code** page appears and an email containing an authentication code is sent to your email address.

Figure 3. Enter Code Page

A form titled 'Enter Code' with a light gray background. At the top, a green message box states: 'A code has been sent to your email address. The code will expire after 15 minutes.' Below this is an input field labeled 'Enter Emailed Code' with a blue person icon. Underneath the input field are two dark blue buttons: 'Submit' and 'Resend Code'. At the bottom is a red link labeled 'Cancel'.

- In the *Enter Emailed Code* field, enter the emailed code.
- Click **Submit** to view the TA Site.

Note: You must use the authentication code within 15 minutes of the email being sent. If the code has expired, click **Resend Code** to request a new code.

How to Select Tests and Start a Test Session

The first step in administering online tests is to select the test that you wish to administer and start a test session.

Please note that only the test that you select will be available to students who join your session. You may have only one session open at a time. You cannot reopen closed sessions, but students can resume a test in a new session.

How to Create a New Test Session

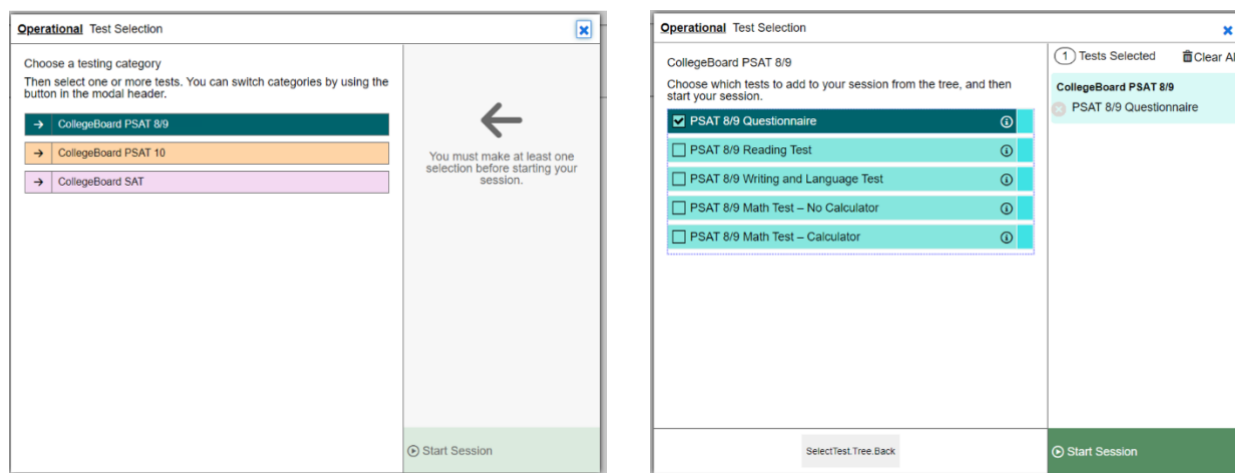
1. If the **Test Selection** window is not open, click **Select Tests** in the upper-right corner of the TA Site (otherwise skip to step 2).

Figure 4. Select Tests Button



2. To select tests for the session, do the following:
 - To select the test, mark the checkbox next to the test you want to include.

Figure 5. Test Selection Windows

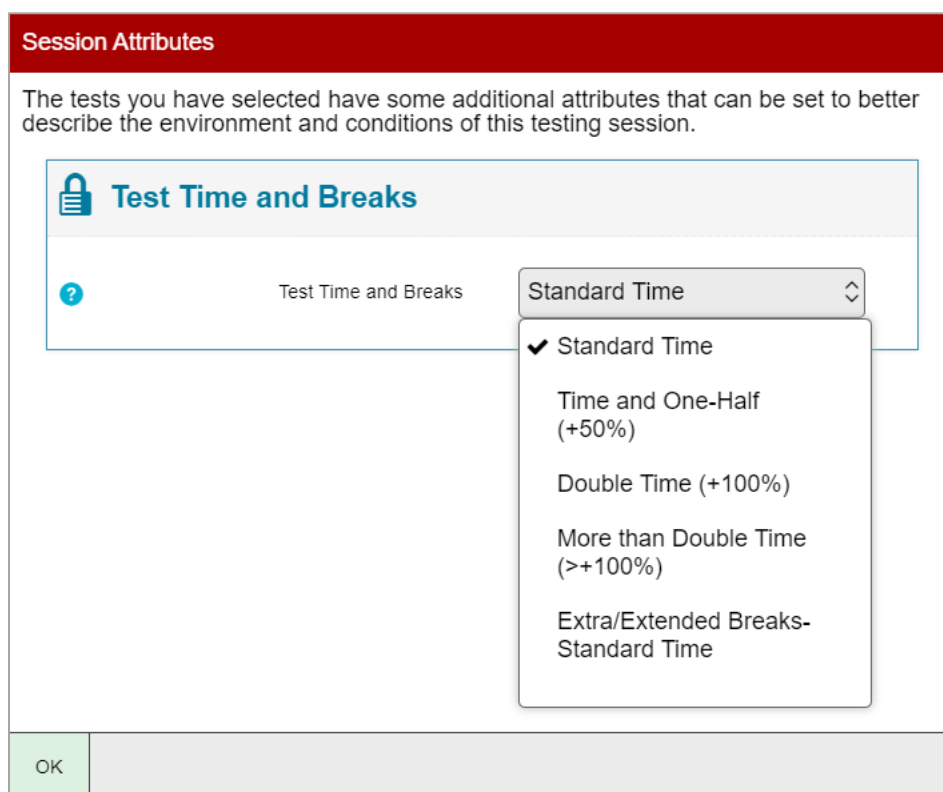


Please note, the **Test Selection** window color-codes tests and organizes them by assessment.

- Proctors may only select and administer one test per session. Each test **must** be administered in the order in which it appears.
3. In the lower-left corner of the window, click **Start Operational Session** (the exact label for this button may vary depending on whether you are starting a practice or operational session).
 4. When the **Session Attributes** window appears, select attributes for the session from the available drop-down lists and click **OK**.

- The **Test Time and Breaks** attribute selected here must match the timing setting of the student in TIDE.

Figure 6. Session Attributes Window



5. The Session ID appears on the TA Site. Provide the Session ID to your students. You may have only one session open at a time. You cannot reopen closed sessions, but students can resume a test opportunity in a new session.

Figure 7. Test Session ID



Approving Students for Testing

When you select the timing attribute from the Test Time and Breaks menu, all students in the test session must have the selected timing attribute enabled in order to join the session. Any student with a timing attribute mismatch will not be allowed to join the session.


When students are awaiting approval, the **Approvals** button next to the Session ID becomes active and shows you how many students are awaiting approval. The **Approvals** notification updates regularly, but you can also click  in the upper-right corner to update it manually.

Figure 8. Students Awaiting Approval

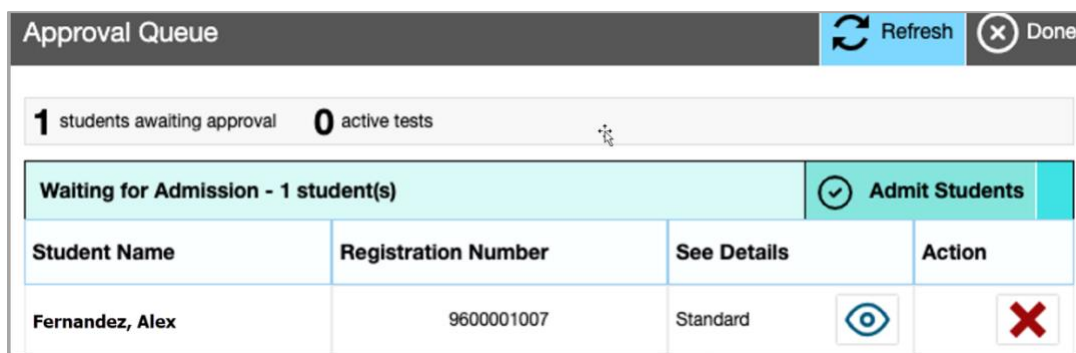


How to Approve Students for Testing

First TA Approval: Admit Students

1. Click **Approvals**. The **Approval Queue** window appears, displaying a list of students grouped by test (and test segment, if applicable).

Figure 9. Approval Queue



2. (Optional) To check a student's test settings and accommodations, click for that student. The student's information appears in the Test Settings window. This window groups test settings by type of accommodation.
 - a. If any settings are incorrect, do not approve the student to enter the test session. Students should not begin testing until their settings are correct.
 - Editable settings must be updated in TIDE. The test coordinator or SSD coordinator must update the student's settings as required.
 - b. Do one of the following:
 - To confirm the settings, click **Ok**. You must still approve the student for testing (see step 5).

Figure 10. Test Settings Window for a Selected Student

Test Settings for: Fernandez, Alex OK Close

If the settings are incorrect, contact the test coordinator immediately to update them before testing can begin.


Registration Number: 9600001009 | PSAT 8/9 Writing and Language Test

Test Time and Breaks

?	Test Time and Breaks	Standard Time
---	----------------------	---------------

Reading/Seeing Text

?	Text-to-Speech/Assistive Technology	None
?	Zoom Font Size	Level 0 12 pt. (No zoom applied)
?	Color Contrast	None Black on White
?	Mouse Pointer	System Default

- To return to the **Approvals and Student Test Settings** window without confirming settings, click **Close**.
3. (Optional) Repeat step [2](#) for each student in the **Approval Queue** list. Since the **Approval Queue** window does not automatically refresh, select **Refresh** at the top of the window to update the list of students awaiting approval.
 4. If you need to deny a student's access to testing, do the following (otherwise skip to step [5](#)):
 - a. Select  for that student.
 - b. *Optional:* In the window that appears, enter a brief reason for denying the student.
 - c. Click **Deny**. The student receives a message explaining the reason for the denial and is logged out. The student can still request access to the test again.

5. If you wish to approve students directly from the **Approvals and Student Test Settings** window, do the following:
 - a) To approve all students for a given test or segment, select **Admit Students** for that test or segment.

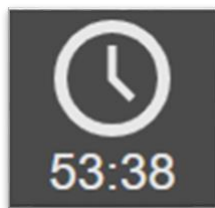
Second TA Approval: Approving Students to Start Testing

Once the students have been approved to enter the test session, they will proceed to review their test settings and the test instructions before selecting **Start**. They will then be held at a holding screen stating they are “Waiting for approval.”

Once this occurs, the approvals button in the TA Interface will become active again and display how many students are waiting for approval.

1. Once you are satisfied that all students that should be in the test session are ready to begin the test, click Approvals again. The **Approval Queue** window will appear again.
2. When you are ready to start the test, click **Start Test**. Individual approval will not be available in this screen, you must use the Start Test button. This is to ensure that all students begin testing at the same time.
3. A message will appear asking you to confirm how many students will be starting the test. If you are happy to proceed, select **Yes**. The test will then begin for each student in the **Student Testing Site**.
4. The clock in the TA Site will then start counting down once all students are in the test session.

Figure 11. Proctor Clock Counting Down



Note: The Proctor Clock will count down the time remaining. To allow students who have not received their full session time to receive the appropriate amount of time in the test section, the timer will count up to a maximum of 5 minutes before ending the session.

Managing a Test Session

After you approve students for testing, you can monitor the testing progress for each student logged in to your session and pause a student’s test if necessary.

How to Monitor Students’ Test Progress

You can monitor the testing progress for each student logged in to your session from the table(s) displayed on the TA Site.

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At the start of the test, all of your students will be listed in the **Students Testing Successfully** table. If TDS detects that a student requires assistance, such as a student's test has been paused due to an environment security breach or due to the launching of a forbidden application, the **Students Who May Need Help** table appears at the top. The top table lists the students who need intervention and the bottom table lists the other students in your session.









The table(s) refresh at regular intervals, but you can also refresh the table(s) manually by selecting  in the upper-right corner of the TA Site. You can also sort the tables by a given column by clicking the column header.


Figure 12. Table(s) for Monitoring Students' Test Progress

PSAT 8/9 Reading Test					
0 students awaiting approval 1 active tests					
Students Who May Need Help 					
Student Information	Time	Progress 	Test Status	Test Settings	Actions
AJ, Good Registration Number 9600000589	≈ 53 min remaining	<div></div>	Paused, 1 min More Info	Custom 	
Students Testing Successfully					
Student Information	Time	Progress 	Test Status	Test Settings	Actions
AK, Good Registration Number 9600000590	≈ 55 min remaining	<div></div>	Started	Standard 	

[Table 1](#) describes the columns in the tables for monitoring students' test progress.

Table 1. Columns in the Table(s) for Monitoring Students' Test Progress

Column	Description
Student Information	The name and registration number of the student in the session.
Test	Name of the current test being administered.
Time	Indicates how long each student has remaining to complete their test. For students with greater than 100% extended time, this clock will show elapsed time in the student's test. There may be a brief delay between the student's test and the time displayed in this column.
Progress	Indicates the student's test progress. It displays a progress bar to indicate how far the student has progressed in the test.
Test Status	Current status for each student in the session. For more information about the statuses in this column, see Table 2 . If TDS detects that a student may be experiencing technical difficulties or requires assistance, such as the student may be experiencing connection issues, a more info icon () is displayed in this column for the

Column	Description
	student. When you hover over the icon, a message is displayed providing details about the issue.
Test Settings	<p>This column displays one of the following:</p> <ul style="list-style-type: none"> • Standard: Default test settings are applied for this test opportunity. • Custom: One or more of the student's test settings or accommodations differ from the default settings. <p>To view the student's settings for the current test opportunity, select .</p>
Actions	<p>Allows you to perform any available actions for an individual student's test.</p> <p>The Pause button in this column pauses the student's test. When a test pauses, this column displays an information button that opens a pop-up message explaining how the test became paused. However, the information button is not displayed if the TA pauses a student's test.</p>

[Table 2](#) describes the codes in the Test Status column of the table(s) for monitoring students' test progress.

Table 2. Student Testing Statuses

Column	Description
Approved	You approved the student, but the student did not yet start or resume the test.
Started	Student started the test and is actively testing.
Completed	Student's test has been submitted. The student can take no additional action at this point.
Paused*	Student's test is paused. The time listed indicates how long the test has been paused.
Segment Entry	The student is waiting for the proctor to approve segment entry so the test can begin.
Review ♦	Student visited all questions and is currently reviewing answers before completing the test.

*Appears when a student's test has been interrupted due to an environment security breach, launching of a forbidden application, loss of connectivity with the server due to network failure, or the TA pauses the student's test.

♦ Only available when students are taking the Questionnaire.

How to Enable Screensaver Mode

Since the student test progress tables in the TA Site often contain sensitive student information, such as student IDs, the TA Site consists of an in-built screensaver to hide the data from view. If the screensaver mode is auto-enabled, the screensaver will automatically turn on if you are not active in the TA Site for 5 minutes. If the screensaver mode is not auto-enabled, it is strongly recommended that you manually turn on the screensaver mode when stepping away from your device.


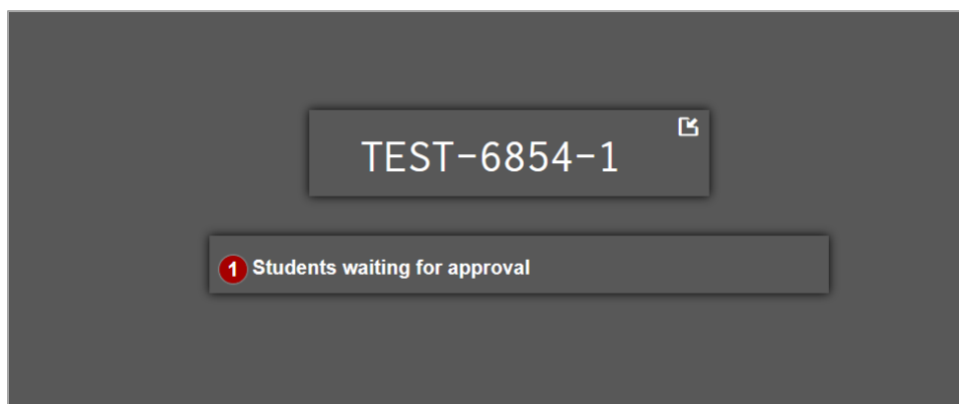

1. To turn on screensaver mode, select  in the upper-right corner of the Session ID. A masking screen appears over the TA Site (see [Figure 13](#)). The screensaver displays the Session ID and the timer, if applicable. It also displays notifications if students are awaiting approval, there are pending print requests, or if students require other interventions.

Figure 13. Screensaver Mode Enabled



2. To turn off the screensaver mode, select  in the upper-right corner of the Session ID on the screensaver window. The button is only displayed if the screensaver mode is not set to auto-disable upon activity. If the screensaver mode is set to auto-disable upon activity, the screensaver will automatically turn off if any mouse or keyboard activity is detected. It will also turn off automatically if the test session times out due to TA or student inactivity or once the allotted time expires for a timed test.

About the Proctor Clock


For test sessions with certain timing attributes a timer appears at the top of the proctor's TA site counting down the remaining time in the test session. If you pause a student's test, the timer on the Student Testing Site for that student will pause, but the timer on the TA Site continues counting.

When the timer reaches the allotted time for the session, the session enters a grace period to account for any interruptions or delays that may have occurred during the testing process. Once the grace period ends, the session stops automatically and all student tests in the session are submitted.

The timer begins counting after you approve all students for testing in the session. If you need to stop a session before the timer runs out, to address an irregularity, follow the instructions provided in the Irregularity Chart in your test day manual.

How to Pause a Student's Test

If instructed by the Irregularity Chart in your test day manual, you can pause a student's test. Please note that pausing a timed test pauses the timer for that individual student but not the timer for the test session.

In the Actions column of the table(s) for monitoring students' test progress, click  for the student whose test you wish to pause. Click **Yes** to confirm. The Test Delivery System logs the student out and an information button appears in the Pause Test column.

How to Stop a Test Session

This section explains how to stop a test session and log out of the TA Site. For the SAT Suite of Assessments, students must be given their full time to test. Stopping a test session should only occur as instructed by the Irregularity Chart found in your test day manual.

If the TA Site displays the timer, the session stops automatically when the timer reaches the end of the grace period. If your test session requires a manual stop due to a testing room irregularity, timing setting or you are otherwise directed by the test manual, follow the instructions in this section.

In the upper-right corner of the TA Site, click , then click OK in the confirmation message that appears. The test session stops.

Figure 14. Stop Test Session Button



Once you stop a test session, you cannot resume it. The students' tests will be paused, and they will be logged out. To resume testing students, you must start a new session. Please note, the Test Delivery System automatically logs you out after 35 minutes of both user and student inactivity in the session. This action automatically stops the test session.

How to Log Out of the TA Site

You should log out of the TA Site only after stopping a test session to prevent stopping a test session that is in progress. Please note that navigating away from the TA Site also logs you out. If you need to access another application while administering a test, open it in a separate browser window.

If you log out from another CB system, such as TIDE, you will also log out of the TA Site.

1. In the banner, click . A warning message appears.

Figure 15. Log Out Button

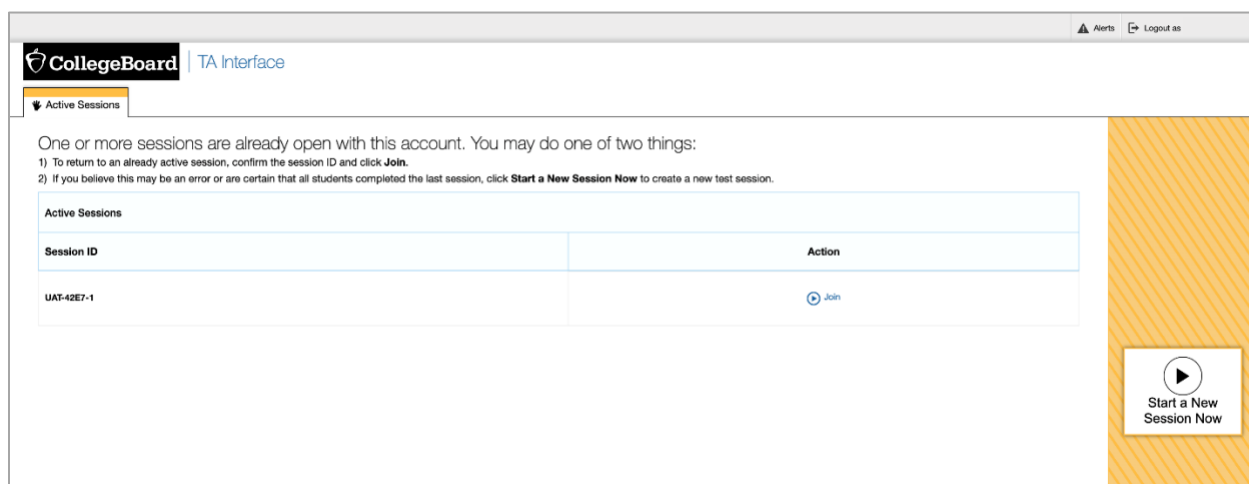


2. In the warning message, click **Yes**. The CB Portal appears.

Unexpected Closing of the Browser Window

If the browser window closes unexpectedly while students are testing, either due to a computer malfunction or loss of internet connectivity, your session remains open until it times out. To return to the test session in the TA Site, log in to the TA Site. From the **Active Sessions** page, select **Join** to return to the active session. For more information, please see the Transfer a Test section.

Figure 16. Active Sessions Page



If you do not return to the active session within 20 minutes and there is no student activity during that time, the Test Delivery System logs you out and pauses the students' tests.

How Students Sign in to the Student Testing Site and Complete Tests

This section describes the student sign-in process for the Student Testing Site that students follow when starting a new test or resuming a paused test. It also describes how students can view passages, respond to questions, or review previously answered questions.

How Students Sign in and Select Tests

When testing, students must sign in to the appropriate testing site. For sessions created in the TA Interface, students sign in to the Student Testing Site on the secure browser.

Students may also take practice tests in the Student Digital Test Preview to familiarize themselves with the digital testing process. Aside from the sign-in process, the Student Digital Test Preview has the same appearance and functionality as the Student Testing Site. For information on how students sign in to the Student Digital Test Preview, please see the Appendix.

How to Sign in to the Secure Browser

1. Launch the secure browser app on the student's testing device. The **Student Sign-In** page appears.

Figure 17. Student Testing Site Student Sign-In Page

The screenshot shows a 'Please Sign In' form with three input fields. The first field is labeled 'First Name:' with a person icon and an example 'EX: JORDAN'. The second field is labeled 'Registration Number:' with a document icon and an example 'EX: 123456789'. The third field is labeled 'Session ID:' with a key icon and a pre-filled 'CB' followed by two empty boxes separated by hyphens.

2. Next, students enter the following information:
 - a. In the *First Name* field, students enter their first name as it appears on the student's test ticket.
 - b. In the *Registration Number* field, students enter their Registration Number as it appears on the student's test ticket.
 - c. In the *Session ID* field, students enter the Session ID as it appears on the TA Site. The first part of the three-part session ID that indicates whether a student is on the Student Testing Site or the Student Digital Test Preview is pre-filled.

How to Verify Student Information

After signing in to the Student Testing Site, students must verify their personal information on the ***Is This You?*** page.

Figure 18. Is This You? Page

- If all the information on the Is This You? page is correct, the student selects Yes to proceed. The Waiting for Approval page appears
- If any of the information is incorrect, the student must not proceed with testing. The student must select No, That's Not Me!

You must notify the appropriate school personnel that the student's information is incorrect. Incorrect student demographic information must be updated before test day.

Waiting for Test Approval

The test included in the TA session is automatically selected for the student. Once the student confirms the information on the ***Is This You Page?***, the ***Waiting for Approval*** page appears (Figure 19. Waiting for Approval Page). After you approve the student for testing, the student can proceed to the next step:

- If starting a new test, a student must complete the login process before beginning testing.










If resuming a paused test, the student will be directly taken to the test page where the student stopped the test based on the applicable pause rules

Figure 19. Waiting for Approval Page

How to Verify Test Setting Information

Once students have been approved for testing, they can verify their test settings from the **Your Test Settings** page.

Figure 20. Your Test Settings Page

 Test Time and Breaks		
	Test Time and Breaks	Standard Time
 Reading/Seeing Text		
	Text-to-Speech/Assistive Technology	TTS (Read Text and Graphics)
	Zoom Font Size	Level 0 12 pt. (No zoom applied)
	Color Contrast	None Black on White
	Mouse Pointer	System Default
	Streamline Mode	Off
	Permissive Mode	Off


- If the settings are correct, the student selects OK to continue.
- If the settings are incorrect, the student should select Back to Login to log out of the Student Testing Site.
- After the test coordinator corrects the student's test settings, the student must sign in and request approval again.

How to Check Text-To-Speech Functionality

The **Text-to-Speech Sound Check** panel appears if a student has the text-to-speech (TTS) setting. Students can only use TTS within the secure browser or a supported Chrome or Firefox browser.

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If TTS does not work, students should log out. You can work with students to adjust their audio or headset settings or move them to another device.

From the *Text-to-Speech Sound Check* panel, students select  and listen to the audio.


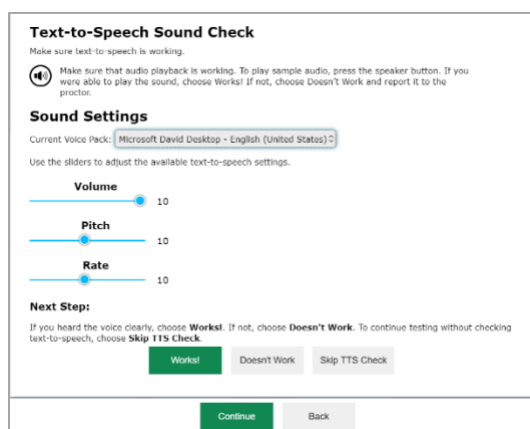
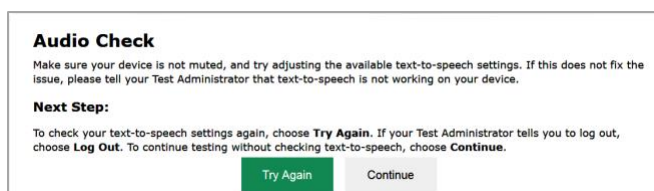
- If the voice is clearly audible, students select **Works!** A green check appears at the upper-right corner of the panel and students can proceed to the next functionality check.
- If the voice is not clearly audible, students adjust the settings using the sliders and select  to listen to the audio again.

Figure 21. Text-to-Speech Sound Check Panel



- If students still cannot hear the voice clearly, they select **Doesn't Work** to open the **Audio Check** panel.
- Students can select **Try Again** to return to the **Text-to-Speech Sound Check** panel and retry.

Figure 22. Audio Check Panel

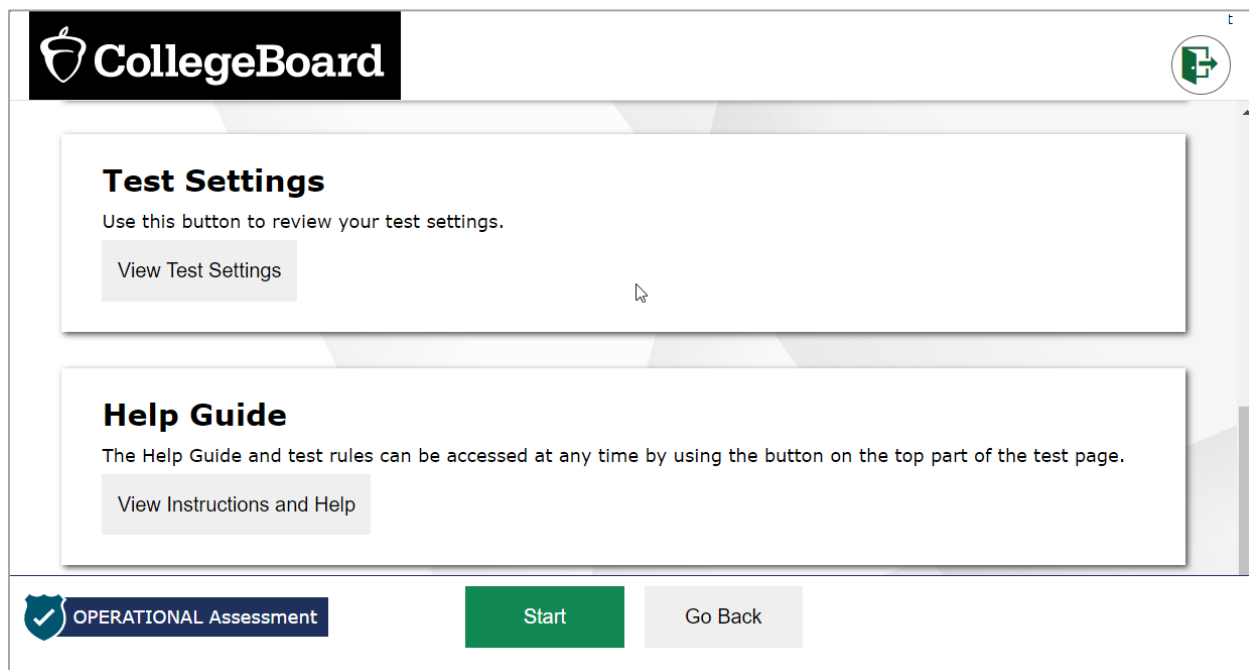


- Students can select **Continue** to skip verifying the text-to-speech functionality. Students can also do this from the **Text-to-Speech Sound Check** panel by selecting **Skip TTS Check**.

How to View Instructions and Begin Testing

The **You Are Almost Ready to Begin Your Test** page is the last step of the sign-in process. Students may review this page to understand how to navigate the test and use test tools. Students may also review their test settings from this page.

Figure 23. Instructions and Help Page



3. *Optional:* To view the help guide, students select **View Instructions and Help**. The Help Guide appears. To close the window, students select **Back**.
4. *Optional:* To review their test settings, students select **View Test Settings**. To close the window, students select **OK**.

After reviewing this page, students select Start. Terms and Conditions (Reading Test)

If the student is administered the Reading Test section, the *Terms and Conditions* panel appears on the *You Are Almost Ready to Begin* page (see [Figure 24. Terms and Conditions](#)). Students must read the Terms and Conditions page and follow instructions as read by the proctor.

The student must then select the check box confirming they agree to the Terms and Conditions.

The student can then select Start. The test will then begin.

Figure 24. Terms and Conditions

You Are Almost Ready to Begin
Please review the following information and then click "Start" to begin.

Terms and Conditions
By checking the box below, you agree that you:

- are the person whose name is printed on the test ticket as the participant taking this digital test
- understand that all information presented in this test is solely owned by the College Board
- will not share any specific test content or response with anyone, through any means, including but not limited to email, text messages, internet posts, or other use of the internet
- will not use any unauthorized aids or devices, including but not limited to cell phones, during testing or on breaks
- understand that any violation of the terms and conditions could result in score cancellation, preventing you from taking future tests, or other possible sanction
- understand that we may send your scores and other information you provide during testing to your school, district or state for educational, diagnostic and/or reporting purposes (Home schooled students' scores won't be shared with the school that administers the test)
- will abide by all PSAT™ terms and conditions that appear in the PSAT Student Guides and on this platform

☐ **I agree to the Terms and Conditions**

Terms in this image may not be representative of the terms and conditions presented to students on test day.

How Students Navigate the Student Testing Site

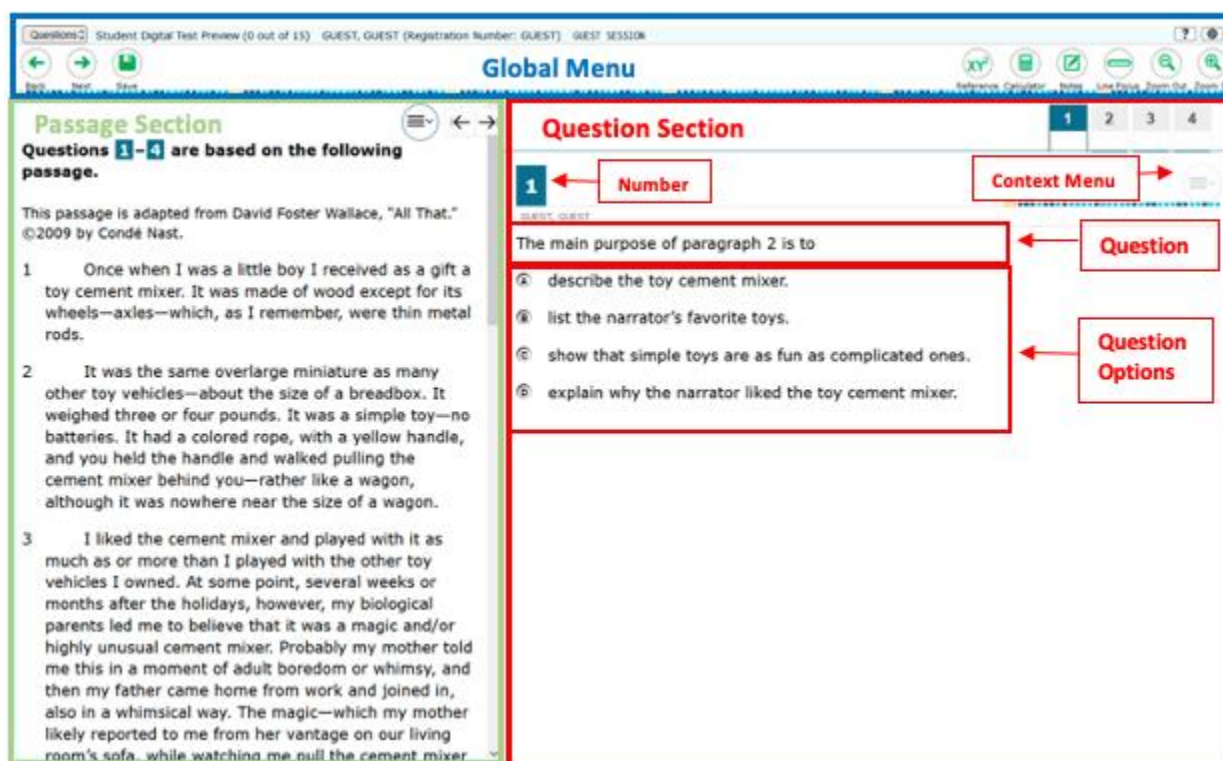
A test page can include the following sections:

The *Global Menu* section displays the global navigation and tool buttons. It also includes the **Questions** menu, test information, help button, pause button, system settings button, and timer (if available).

The *Passage* section, which appears only for questions associated with a passage, contains the passage content, context menu, and either the expand passage button or reading mode button.

The *Question* section contains one or more test questions. Each question includes a number, context menu, stem, and response area. Each question also displays the student's name and the question's most recent save date.

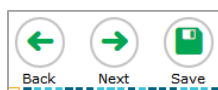
Figure 25. Test Layout



The following sections provide details about how to navigate the Student Testing Site.

How to Navigate between Questions

Figure 26. Navigation Buttons



- When multiple questions are grouped with a passage, the questions are tabbed for individual viewing. Students select the tabs in the upper-right corner to proceed to the corresponding question.

Figure 27. Paginated Questions






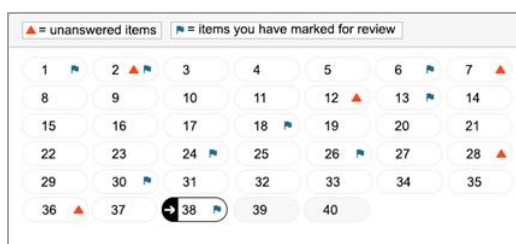

- To jump directly to a question, select a question number from the pop-up window that appears when you select the **Questions** menu. If a test consists of cover pages, cover page icons  are displayed in the **Questions** menu that let students navigate to the selected cover page.
 - If a question has been marked for review,  is displayed next to the question.
 - If a question has been skipped or not answered,  is displayed next to the question.

Figure 28. Questions Pop-up Window



To jump directly to an item, students can select an item number from the items drop-down that appears when students select the **Questions** menu. If a test consists of cover pages, cover page icons  are displayed in the **Questions** menu that let students navigate to the selected cover page.



- If an item has been marked for review,  is displayed next to the item.
- If an item has been skipped or not answered,  is displayed next to the item.
- Items that students cannot navigate to are grayed out.

Figure 29. Items Drop-Down



How to View Passages

When a test question is associated with a passage, students should review that passage before responding to the question.

The content for reading passages is paginated.

Figure 30. Reading Passage



How to Respond to Test Questions

The items presented in TDS are of various types and students may need to respond to them differently. Students should use the Student Digital Test Preview to familiarize themselves with the question types that may appear on tests.

All responses are saved automatically. Students can also manually save their responses to questions by selecting **Save** in the upper-left corner.

Test questions may require students to do any of the following tasks:

- Select a choice from a list of answer options.
 - For multiple choice type items, students can re-click a selected radio button to deselect the response option.
- Enter text in a text box

How Students Use Test Tools

A number of testing tools are available for students in TDS. Some tools are available for all tests, while others are only available for a particular section, accommodation, or type of question. There are primarily two types of test tools available:

- Universal Tools: These tools appear in the global menu at the top of the test page and are available for all items in a test.
- Context Menu Tools: These tools are specific to the passage or question being viewed.

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Students can access tools using a mouse or keyboard commands. For information about keyboard commands, please see the appendix.

How to Use Universal Tools

The global menu consists of navigation buttons on the left and tool buttons on the right. [Table 3](#) lists the tools available in the global menu.



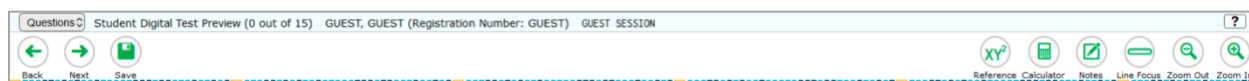









Some tools, such as the calculator, formula sheet, and notes open in separate windows. Students can resize the window using the resizing handle . Students can also maximize or minimize the window by selecting . When maximized, the window covers the entire test page except for the navigation bar on top. Students can also drag and move the window to different parts of the test page, however not when the window is maximized.


Figure 31. Global Menu



To use a global test tool, select the button for the tool. The selected test tool activates.

Table 3. Universal Tools

Tool Name	Instructions
Calculator 	To use the on-screen calculator (available only in the Math with Calculator test, or as an accommodation for the Math no Calculator test), select Calculator in the global menu.
Reference 	To view the on-screen formula sheet, select Reference in the global menu (available only in the Math no Calculator or Math with Calculator tests).
Help 	To view the on-screen Help Guide window, select the question mark  button in the upper-right corner.
Line Focus 	To highlight an individual line of text in a passage or question, select Line Focus in the global menu. This tool is not available while the Highlighter tool is in use. When the Line Focus mode is enabled, all content except for the line in focus is grayed out for greater emphasis.
Notes 	To enter notes in an on-screen notepad, select Notes in the global menu. These notes are available globally and can be accessed from any page in the test. The text entered in this tool cannot be copied and pasted into an item's response area.
System Settings  (only available when text-to-speech is turned on) 	To adjust audio volume during the test, select  in the upper-right corner. Students testing with TTS can also use this tool to adjust TTS settings.

Tool Name	Instructions
	Students testing on mobile devices cannot use this tool to adjust volume. To adjust audio volume on mobile devices, students must use the device's built-in volume control.
Zoom buttons 	To enlarge the text and images on a test page, select Zoom In . Multiple zoom levels are available. To undo zooming, select Zoom Out .

How to Use the Line Focus Tool

The Line Focus tool allows students to highlight lines in a passage or question one at a time. Formerly known as the Line Reader tool, the Line Focus tool allows students to highlight a line as well as gray out the rest of the test content to eliminate distractions.


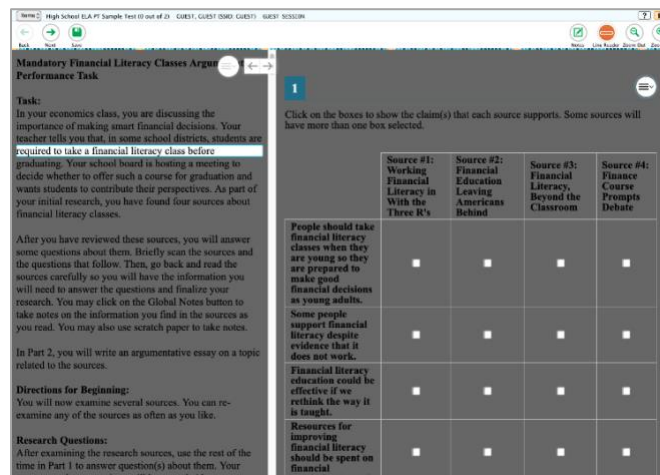
To use the tool, select **Line Focus**  from the Universal Tools menu and then select the line you wish to highlight. The selected line is highlighted and all content except for the line in focus is grayed out for greater emphasis (see [Figure 32](#), Line Focus)

Figure 32. Line Focus Tool



How to Use Context Menu Tools

A test page may include several elements, such as the question, answer options, and a passage. The context menu for each element contains tools that are applicable to that element. Table 4 lists available context menu tools.

Furthermore, when enabled, the item number and context menu of the item a student is attempting remains visible on the screen even when scrolling through the item's content to allow easy access to an item's context menu.

To use the context menu, do one of the following:

Online Testing System User Guide




- To use a context menu tool for a passage or question, open the context menu by clicking the context menu  or by right-clicking the required elements, and then select the tool.
- To use a context menu tool for answer options, open the context menu for answer options and select the required tool. To open the context menu for answer options, do one of the following:
 - If you are using a **two-button mouse**, right-click an answer option.
 - If you are using a **single-button mouse**, click an answer option while pressing **Ctrl**.
 - If you are using a **Chromebook**, click an answer option while pressing **Alt**.
 - If you are using a **tablet**, tap the answer option and then tap the context menu button (this selects the answer option until you select a different option).

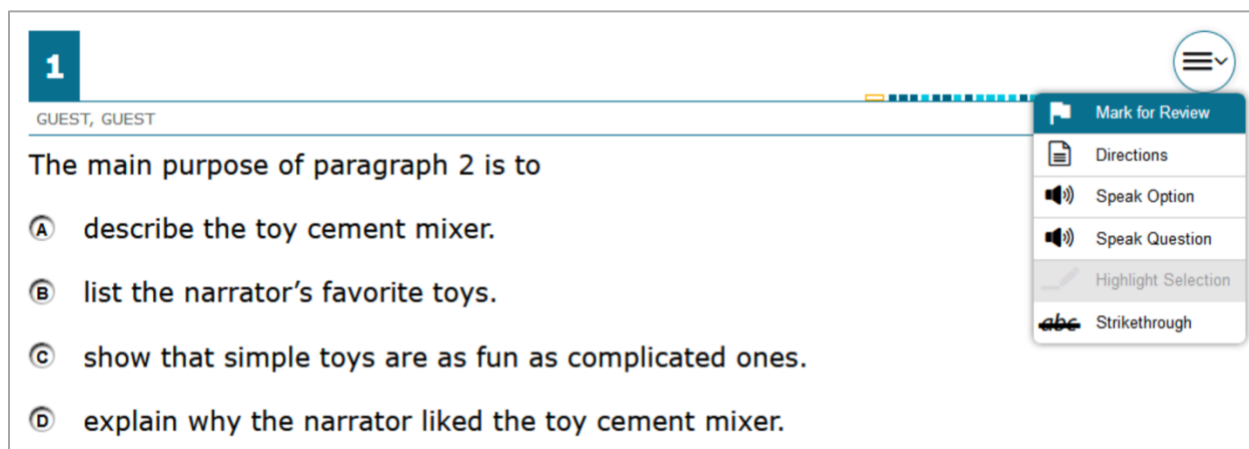
Table 4. Context Menu Tools

Tool Name	Instructions
Highlighter	<p>To highlight text, select the text on the screen and then select Highlight Selection from the context menu. If multiple color options are available, select an option from the list of colors that appears.</p> <p>To remove highlighting, select Reset Highlighting from the context menu.</p> <p>Text in images cannot be highlighted. This tool is not available while the Line Focus tool is in use.</p>
Mark for Review	<p>To mark a question for review, select Mark for Review from the context menu. The question number displays a flap  in the upper-right corner and a flag icon  appears next to the question number on the test page. The questions pop-up window also displays a flag icon next to the question number.</p>
Strikethrough	<p>For selected-response questions, you can cross out an answer option to focus on the options you think might be correct. There are two options for using this tool:</p> <ul style="list-style-type: none"> • Option A: <ol style="list-style-type: none"> To activate Strikethrough mode, open the context menu and select Strikethrough. Select each answer option you wish to strike out. To deactivate Strikethrough mode, press Esc or click outside the question's response area. • Option B: Right-click an answer option and select Strikethrough.
Text-to-Speech	<p>To listen to passages and questions, select a Speak option from the context menu. When this tool is enabled, words become highlighted as TTS reads them aloud.</p>

How to Use the Text-To-Speech Tool

Students testing with TTS can listen to passages, questions, and answer options using the TTS options available in the selected element's context menu. Students may also listen to their responses to constructed-response items based on their accommodations. If a student is using Text-to-Speech Tracking, the words become highlighted as they are read aloud. TTS is only available when using the secure browser.

Figure 33. TTS Options for Questions











- To listen to a passage, students open the passage context menu and select a **Speak** option. Students can also select a portion of text to listen to, such as a word or phrase. To do this, students select the text, open the passage context menu, and select **Speak Selection**.
 - Please note that when listening to passages, students can pause TTS and then resume it at the point where it was paused. While this functionality is available on Windows, Mac, and iOS, it is not available on Chrome OS. Students testing on a Chrome OS can resume a paused TTS passage by selecting the remaining text to be read aloud and selecting **Speak Selection** from the context menu.
- To listen to a question or answer options, students open the question context menu and select one of the following **Speak** options:
 - To listen to a multiple-choice question and all answer options, students select **Speak Question**
 - To listen only to an answer option, select **Speak Option** from the context menu and then select the answer option. Students could also right-click the answer option and select **Speak Option**.
- Depending on their accommodations, students may also be able to use TTS to listen to their responses to constructed-response items. Students can select  or  as available in the formatting toolbar of the text-response area to listen to the text as entered.

Figure 34. Constructed Response Question with TTS Tool

How to Use Other Tools

In addition to the universal tools and context menu tools, there are some additional tools that may be available to students based on their accommodations or the test page layout. [Table 5](#) lists the additional tools available in the Student Testing Site.

Table 5. Other Tools

Tool Name	Instructions
Expand Passage	To expand the passage section, select the double arrow  icon. The section will expand and overlap the question section for easier readability. To collapse the expanded section, select the double arrow  icon again.
Expand buttons	<p>You can expand the passage section or the question section for easier readability.</p> <ul style="list-style-type: none"> To expand the passage section, select the right arrow icon  below the global menu. To collapse the expanded passage section, select the left arrow icon  in the upper-right corner. <p>To expand the question section, select the left arrow icon  below the global menu. To collapse the expanded question section, select the right arrow icon  in the upper-left corner.</p>




How Students Complete a Test

How to Complete a Test Segment

A student's test is submitted automatically when the clock on the test page or TA Site runs out. For digital tests in the SAT Suite of Assessments, student tests are not submitted until the student clock

Online Testing System User Guide

reaches 0:00. If a student finishes his or her test before the student clock reaches 0:00, the student should sit quietly until the student clock reaches 0:00. However, if students finish responding to questions before the timer runs out, they can review the test.

- To review questions, students select a question number. If a test consists of cover pages, students can select a cover page icon  to navigate to the selected cover page.
 - A flag  icon appears for any questions marked for review. A warning  icon appears for any unanswered questions.



To exit the Student Testing Site, students select **Log Out**, and then close the secure browser.

Figure 35. Review Test Page


You have reached the end of this section: PSAT 8/9 Reading Test

Please review your answers. You **will not** be able to come back to these questions after your time has expired.
Click on a question number below to review it.

Questions:

 = This symbol indicates the question has been marked for review.
 = This symbol indicates an unanswered question.

PSAT 8/9 Reading Test

	1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16	17
18	19	20	21	22	23	24	25	26
27	28	29	30	31	32	33	34	35
36	37	38	39	40	41	42		

Appendix

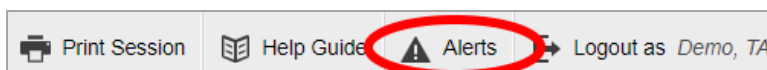
A

Alert Messages

College Board can send alerts that will appear as pop-up messages on the TA Site.

1. In the banner, select **Alerts**. The **Alerts** window appears listing all the active alert messages.

Figure 36. Alerts Button



2. Click **Close** to close the window and return to the TA Site.

D

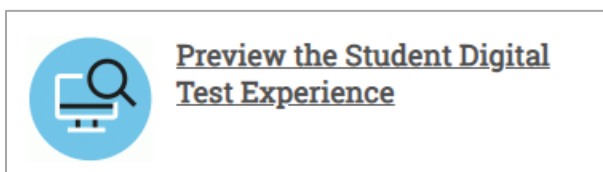
Digital Test Preview Student Sign-in Process

The Student Digital Test Preview allows students to take practice tests. Aside from the sign-in process, the Test Preview has the same appearance and functionality as the Student Testing Site.

Students can take practice tests in proctored sessions created in the TA Interface Practice Site or in non-proctored/guest sessions. Students also have the option to sign in to the test sessions with their real identities to take tests specific to their grades or sign in as guests to take tests for any grade-level.

1. To access the Student Digital Test Preview, do one of the following:
 - From the CB Portal (digitaltesting.collegeboard.org), select the **Preview the Student Digital Test Experience** link.
 - In the secure browser, select the **Take the Digital Test Preview** button.

Figure 37. Practice Test Card



2. To sign in, students do the following:
 - To sign in as a guest, students set the Guest User toggle to **On**. Otherwise, to use their real credentials, students set the Guest User toggle to **Off** and then enter their first name and Registration Number.

Online Testing System Test Administrator User Guide

- To join a guest session, students set the Guest Session toggle to **On**. Or else, to join a proctored session, students set the Guest Session toggle to **Off** and enter the Session ID from the TA Training Site.
 - Students select **Sign In**.
 - If signed in with their real identities, the **Is This You** page appears. Students verify their information and click **Yes** to proceed to the **Your Tests** page.
 - If signed in as guest users, students are directly taken to the **Your Tests** page.
3. On the **Your Tests** page, students do one of the following:
- If signed in with their real identities, students select a test from the ones available for their grade.
 - Students signed in as guests select their grade level from the drop-down list to view the tests available for that grade and then select a test.

Figure 38. Student Digital Test Preview Login Page

Please Sign In

☐ OFF **Guest User**
Toggle to sign in as yourself

First Name:
JOHN

SSID:
1234567890

☐ OFF **Guest Session**
Toggle to join an active session

Session ID:
UAT - -

[Run Diagnostics](#) Browser: Firefox v68

Sign In

Figure 39. Your Tests Page

4. If the students sign in to a guest session, they must select the test settings they wish to use from the **Choose Settings** page and then select the **Select** button. When selecting the color of the text and background, mouse-pointer, and print size settings, students can see a live preview of their selected settings.
5. If the test includes audio content or text-to-speech settings, the **Audio/Video Checks** page appears displaying the functionality checks that need to be performed. Students must follow the instructions on this page to ensure their device is working properly.
6. On the final sign-in page, students may review the help guide, their test settings, and the additional test information, then select **Start** to start or resume their test opportunity.

Figure 40. Choose Settings Page

Setting	Preview
Text-to-Speech/Auditive Technology	None
Zoom (Font Size)	Level 0 (12 pt. (No zoom applied))
Color Contrast	Black on White
Mouse Pointer	System Default
Streamline Mode	Off
Permissive Mode	Off

E

Expiration Rules for Test Opportunities

Opportunities refer to the number of times a student can take a test within a range of dates. Tests may have one opportunity or multiple opportunities. A student's test opportunity remains active until the student submits the test or until the opportunity expires. Once a test opportunity expires, the student cannot complete or review the test.

K

Keyboard Commands in the Student Testing Site

Students can use keyboard commands to navigate between test elements, features, and tools. Some important things to note about keyboard commands are:

Keyboard commands require the use of the primary keyboard, so please do not use keys in a numeric keypad.

Some keyboard commands (such as the commands for using the Line Focus may not work when testing on iOS devices connected to an external keyboard.

When Permissive Mode is enabled for a test, keyboard commands are blocked and will not work.

Keyboard Commands for Sign-In Pages and In-Test Pop-ups

[Table 6](#) lists keyboard commands for selecting options on the sign-in pages or pop-up windows that appear during a test.

Table 6. Keyboard Commands for Sign-In Pages and Pop-Up Windows

Function	Keyboard Commands
Move to the next option	• Tab
Move to the previous option	• Shift + Tab
Select the active option	• Enter
Mark checkbox	• Space
Scroll through drop-down list options	• Arrow Keys
Close pop-up window	• Esc

Keyboard Commands for Test Navigation

[Table 7](#) lists keyboard commands for navigating tests and responding to questions.

Table 7. Keyboard Commands for Test Navigation

Function	Keyboard Commands
Scroll up	• Up Arrow
Scroll down	• Down Arrow
Scroll to the right	• Right Arrow
Scroll to the left	• Left Arrow
Move to the next element	• Tab
Move to the previous element	• Shift + Tab
Select an answer option	• Space

Function	Keyboard Commands
Go to the next test page	• Ctrl + Right Arrow
Go to the previous test page	• Ctrl + Left Arrow
Open the global menu	• Ctrl + G
Open a context menu	• Ctrl + M

Keyboard Commands for Global and Context Menus

Students can use keyboard commands to access tools in the global and context menus. For more information about tools in these menus, see the section [How Students Use Test Tools](#) section.

Global Menu

1. To access the global menu tools using keyboard commands, press **Ctrl + G**. The global menu list opens.
2. To move between options in the global menu, use the **Up** or **Down** arrow key.
3. To select an option, press **Enter**.
4. To close the global menu without selecting an option, press **Esc**.

Context Menus

1. To open the context menu for an element (question, answer options, or stimulus), navigate to the element using the **Tab** or **Shift + Tab** command.
2. Press **Ctrl + M**. The context menu for the selected element opens.
3. To move between options in the context menu, use the **Up** or **Down** arrow keys.
4. To select an option, press **Enter**.
5. To close the context menu without selecting an option, press **Esc**.

Keyboard Commands for Highlighting Selected Regions of Text

This section explains how to use keyboard commands to select a text excerpt (such as a word in a passage) and highlight it. These instructions only apply to students using the secure browser.

1. To select text and highlight it, navigate to the element containing the text you want to select.
2. Press **Ctrl + M** to open the context menu and navigate to **Enable Text Selection**.
3. Press **Enter**. A flashing cursor appears at the upper-left corner of the active element.
4. To move the cursor to the beginning of the text you want to select, use the arrow keys.
5. Press **Shift** and an arrow key to select your text. The text you select appears shaded.

6. Press **Ctrl + M** and select **Highlight Selection**.

P

Pause and Test Timeout Rules

Pause Rules

If warranted by the Irregularity Chart, proctors can pause a test in order to temporarily log the student out of the test session. Students cannot review or modify answered questions after their test pauses for more than 35 minutes, even if they marked questions for review.

These pause rules apply regardless of whether the proctor pauses the test or a technical issue logs the student out.

Test Timeout Rules

A warning message displays after 20 minutes of test inactivity. Students who do not click **OK** within 30 seconds after this message appears are logged out. This timeout automatically pauses the test.

S

Secure Browser

The secure browser ensures test security by prohibiting access to external applications and navigation away from the test. When the secure browser launches, it checks for other applications running on the device. If it detects a forbidden application, it displays a message listing the offending application and prevents the student from testing. This also occurs if a forbidden application launches while the student is already in a test.

In most cases, a detected forbidden application is a scheduled or background job, such as anti-virus scans or software updates. The best way to prevent forbidden applications from running during a test is to schedule such jobs outside of planned testing hours.

Some additional measures you can implement to ensure the test environment is secure are:

Close External User Applications

Before launching the secure browser, or prior to administering the digital tests, close all non-required applications on testing devices, such as word processors and web browsers.

Avoid Testing with Dual Monitors

Students should not take online tests on computers connected to more than one monitor. Systems that use a dual-monitor setup typically display an application on one screen while another application is accessible on the other screen.

Disable Screen Savers and Timeout Features

On all testing devices, be sure to disable any features that display a screensaver or log users out after a period of inactivity. If such features activate while a student is testing, the secure browser logs the student out of the test.

Using the Secure Browser with Accessibility Software

For students with special needs or administrators seeking to accommodate students using accessibility features, the secure browser provides the option for assessments to be taken in less restrictive environments. This feature is known as Permissive Mode.

Permissive Mode is an accommodation option that allows students to use accessibility software in addition to the secure browser. Offered on MacOS and Windows, students testing in Permissive Mode can have moderated access to the system outside of the secure browser. This allows students who need accessibility tools to seamlessly navigate between the secure browser and approved applications that suit their test taking needs.

Please note that accessibility software must be certified for use with the Test Delivery System and forbidden applications will still not be allowed to run. For information about supported operating systems, see the *Quick Guide for Setting Up Your Online Testing Technology*.

Permissive Mode activates when the student is approved for testing. Students who have the Permissive Mode setting enabled should not continue with the sign-in process until their accessibility software is correctly configured.

To use accessibility software with the secure browser:

1. Open the required accessibility software.
2. Open the Secure Browser. Begin the normal sign-in process up to the TA approval step.
3. When a student is approved for testing, the secure browser allows the operating system's menu and task bar to appear.
 - **Windows:** On Windows, the secure browser resizes, and the taskbar remains visible inside the test in its usual position. Students can execute the keyboard shortcut ALT+TAB to switch between the secure browser and accessibility applications, such as JAWS and NVDA, that they are permitted to use in their test session. Please note that when using Windows 8 and above, the task bar remains on-screen throughout the test after enabling accessibility software. However, forbidden applications are still prohibited.
 - **Mac:** On MacOS, the secure browser resizes, and students can view the dock in its usual position inside the test. If the dock is set to autohide, no resizing occurs, and the dock is only visible when the mouse is moved toward the bottom of screen. Students can execute the keyboard shortcut **CMD+TAB** to switch between the secure browser and permitted accessibility applications.
4. The student must immediately switch to the accessibility software that is already open on the computer so that it appears over the secure browser. The student cannot click within the secure browser until the accessibility software is configured.
 - **Windows:** To switch to the accessibility software application, click the application in the task bar.
 - **Mac:** To switch to the accessibility software application, click the application in the dock.

5. The student configures the accessibility software settings as needed.
6. After configuring the accessibility software settings, the student returns to the secure browser. At this point, the student can no longer switch back to the accessibility software. If changes need to be made, the student must sign out and then sign in again.
7. The student continues with the sign-in process.

As soon as Permissive Mode is turned off, the secure browser reoccupies the whole screen so that the taskbar or dock is no longer visible, and the student's ability to switch between any applications and secure browser is suppressed.

Accessing the Secure Browser on Mobile Devices

Tablets and Chromebooks should be configured for testing before you provide them to students. For more information, see the *Quick Guide for Setting Up Your Digital Testing Technology* on the CB Portal.

To configure iOS devices:

Tap the **SecureTestBrowser** Secure Browser icon.

To configure Chromebooks:

From the **Apps** link on the Chrome OS login screen, select **SecureTestBrowser**

Closing the Student Testing Site on Tablets

After a test session ends, close the **SecureTestBrowser** application on student devices.

To close the Student Testing Site on iOS devices:

1. Double-tap the Home button. The multitasking bar appears.
2. Locate the **SecureTestBrowser** app preview and slide it upward.

To close the Student Testing Site on Chromebooks:

Click **Close Secure Browser** in the upper-right corner.

Force-Quitting the Secure Browser

In the rare event that the secure browser or test becomes unresponsive, you can force-quit the secure browser. Please note that the secure browser hides features such as the Windows task bar or macOS

dock. If the secure browser is not closed correctly, then the task bar or dock may not reappear correctly, requiring you to reboot the device. Avoid using a force-quit command if possible.

To force the secure browser to close, use the keyboard command for your operating system as shown below. This action logs the student out of the test. When the secure browser is opened again, the student logs back in to resume testing.

Table 8. Force Quit Secure Browser Keyboard Commands

Operating System	Key Combination
Windows*	<ul style="list-style-type: none"> • Ctrl + Alt + Shift + F10
macOS*	<ul style="list-style-type: none"> ▪ Ctrl + Alt + Shift + F10. The Ctrl key may appear as Control, Ctrl, or ^
Linux	<ul style="list-style-type: none"> • Ctrl + Alt + Shift + Esc

* If you are using an Apple keyboard, you may need to press **Ctrl + Shift + Option + F10**. If you are using a laptop or notebook, you may also need to press **Function** before pressing **F10**.

Force-quit commands do not exist for the secure browser for iOS and Chrome OS devices.

iOS: Double-tap the Home button, then close the app as you would any other iOS app.

Chrome OS: To exit the secure browser from the sign-in screens, press **Ctrl + Shift + S**. You cannot force quit once the test begins.

Session Attributes

When starting a session, you may need to select certain attributes for that session. To review the selected attributes for a session, select **Session Attributes** in the banner.

Please note that if you modify a session's attributes after the session begins, the new attributes are applied to every test opportunity in the session. However, if a student completed a test before you changed the session attributes, that test is submitted with the original session attributes. You may change the test reason for an active session, but not the time limit.

Student Lookup Feature

You can use the student lookup feature in the TA Site to perform a quick or advanced search for student information. This is useful if students signing in to your test session cannot remember their login information.

1. To perform a quick search:
 - In the banner, select **Student Lookup**.
 - Enter a student's full Registration Number and click **Submit Registration Number**. Search results appear below the search field.

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2. To perform an advanced search:


- In the banner, select **Student Lookup**, and then select **Advanced Search**.
- Select the appropriate district and school from the drop-down lists.
- Select the appropriate grade.
- *Optional:* Enter a student's exact first or last name. Partial names are not allowed.
- Select **Search**. Search results appear below the search fields.
- To view a student's information, click  in the Details column.

Figure 41. Student Lookup: Quick Search


Quick Search	Advanced Search	 Close
<p>Enter the student's full Registration Number (Registration Number) and click [Submit Registration Number] to search for that student's record. A record displays the student's name, birth date, grade, and school/district information. Searches by partial Registration Number are not permitted.</p> <p>Note: This Student Lookup feature allows you to verify student information for login purposes only. It does not indicate whether a student is eligible to test. To verify student eligibility for a specific online assessment, please check TIDE.</p>		
Registration Number: <input type="text" value="9600001900"/>		<input type="button" value="Submit Registration Number"/>
<p>Search Results</p> <p>First Name: Good Last Name: AB Grade: 09 Registration Number: 9600001900 Date of Birth: 11122019 Gender: F School: UAT SCHOOL PROJECT TEAM 1 District: UAT DISTRICT PROJECT TEAM</p>		

Figure 42. Student Lookup: Advanced Search

T



Text-Response Questions

For text-response item types in the Student Testing Site, students can use a formatting toolbar. This toolbar is available above the response field for text response questions (see [Figure](#)) and also appears whenever students right-click anywhere in the text area that has been entered. The formatting toolbar allows students to apply styling to text and use standard word-processing features. The lower-right corner of the response field displays the word count and character count for the student's response. [Table 9](#) provides an overview of the formatting tools available

Figure 43. Text Response Question with Formatting Toolbar

Table 9. Description of Formatting Tools

Tool	Description of Function
	<ul style="list-style-type: none"> Bold, italicize, or underline selected text.
	<ul style="list-style-type: none"> Cut selected text.
	<ul style="list-style-type: none"> Copy selected text.
	<ul style="list-style-type: none"> Paste copied or cut text.

Tool	Description of Function
	<ul style="list-style-type: none"> Undo the last edit to text or formatting in the response field.
	<ul style="list-style-type: none"> Redo the last undo action.



Timed Test Rules

For test sessions with certain timing attributes, a timer appears at the top of the TA Site counting down the remaining time in the test session. A corresponding timer is also displayed on the Student Testing Site.

The timer begins counting after you approve all students for testing in the session. Once the timer starts, you should not pause it unless directed by your test day manual. If you pause a student's test, the timer on the Student Testing Site for that student will pause, but the timer on the TA Site continues counting. If you pause the test session, both the timer on the TA Site and the timer on the Student Testing Site will pause.

When the timer reaches the allotted time for the session, the session enters a 5-minute buffer, or grace period, to account for any interruptions or delays that may have occurred during the testing process. Once the grace period ends, the session stops automatically and all student tests in the session are submitted.

If you need to stop a session before the timer runs out, follow the instructions provided in the Irregularity Chart of your test day manual. Since sessions may not be re-opened, you will need to start a new session. The timer starts over from the beginning, so you must stop the session manually when the students have tested for the allotted time.

Students can choose to hide the timer on the Student Testing Site. To hide the timer, students can select the timer  icon in the upper-right corner. To display the hidden timer, students select the timer  icon again.

Transfer a Test Session

You can transfer an active test session from one device or browser to another without stopping the session or interrupting in-progress tests. This is useful in scenarios when your computer malfunctions while a session is in progress.

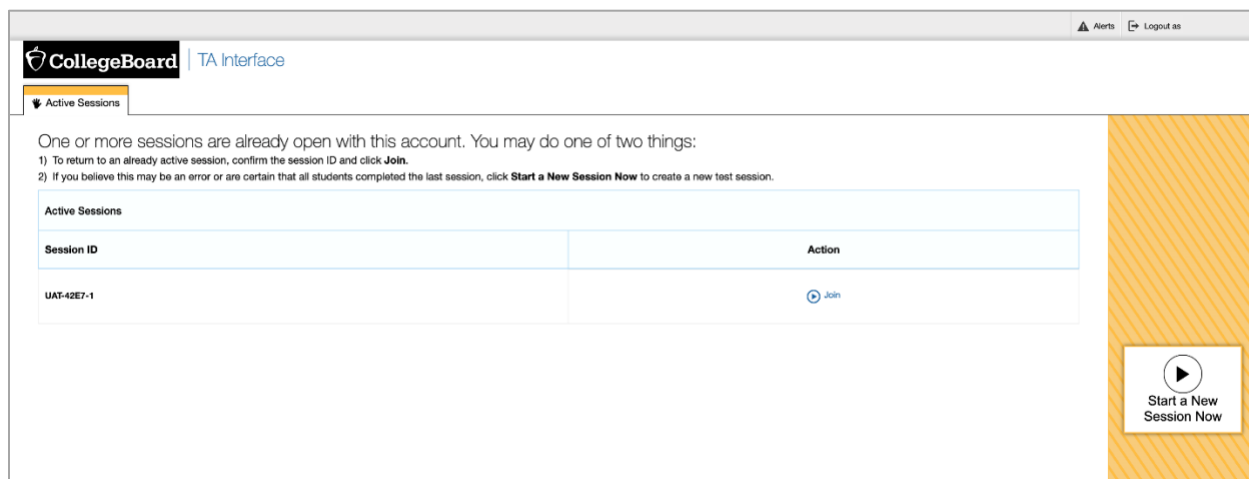
Your session remains open until it times out. If you do not return to the active session within 20 minutes and there is no student activity during that time, the Test Delivery System logs you out and pauses the students' tests.

The Test Delivery System ensures that you can only administer a test session from one browser at a time. If you move a test session to a new device, you cannot simultaneously administer the session from the original browser or device.

1. While the session is still active on the original device or browser, log in to the TA Site on the new device or browser. The **Active Sessions** page appears (see [Figure 44](#). Active Sessions Page) listing the active session.

If the pop-up window for selecting an institution appears, select an institution and select **Go** to proceed to the **Active Sessions** page.

Figure 44. Active Sessions Page



2. Select **Join**. The test session appears allowing you to continue monitoring your students' progress. The test session on the previous computer or browser automatically closes. If the test session displays a timer, the timer continues counting down where it left off on the original device or browser.

If you do not wish to return to the active session, you can select **Start a New Session Now** to open the *Test Selection* window and create a new test session.

U

User Support and Troubleshooting Information

Username and Password Issues

Your username for logging in to the TA Site is the email address associated with your account in TIDE. When you are added to TIDE, you receive an activation email containing a temporary link to the **Reset Your Password** page. To activate your account, you must set up your password within 15 minutes of the email being sent.

If your first temporary link expired:

In the activation email you received, select the second link provided and proceed to request a new temporary link.

If you forgot your password:

On the **Login** page, select **Forgot Your Password?** and then enter your email address in the *Email Address* field. You will receive an email with a new temporary link to reset your password.

If you did not receive an email containing a temporary link or authentication code:

Check your spam folder to make sure your email program did not categorize it as junk mail. If you still do not have an email, contact your School or District Test Coordinator to make sure you are listed in TIDE.

Additional help:

If you are unable to log in, contact the College Board Helpdesk for assistance. You must provide your name and email address. Contact information is available in the **Error! Reference source not found.** section of this user guide.

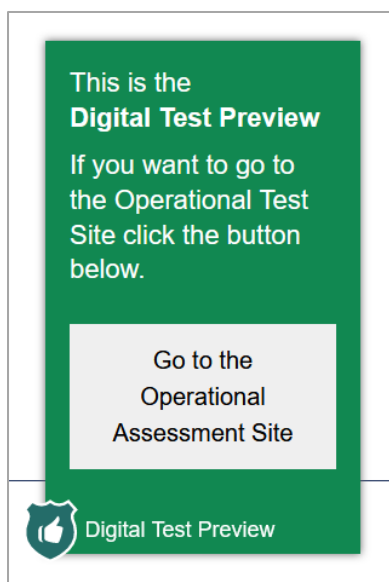
Common Student Sign-in Errors

The Test Delivery System generates an error message if a student cannot sign in. The following are the most common student sign-in issues:

Session does not exist:

The student entered the Session ID incorrectly or signed in to the wrong site. Verify that the student correctly entered the active Session ID. Also, verify that both you and the student are using the correct sites. For example, students signed in to the Student Training Site cannot access sessions created in the TA Interface. A message displayed in the bottom-left corner of the **Student Sign-In** page indicates which site the student is on. If a student is on the wrong site, the student can select the button included in the message to proceed to the correct site.

Figure 34. Student Training Site Badge on the Login Page

**Student information is not entered correctly:**

Verify that the student correctly entered the Registration ID. If this does not resolve the error, use the Student Lookup tool to verify the student's information.

Session has expired:

The Session ID corresponds to a closed session. Ensure that the student enters the correct Session ID and verify that your session is open. For more information about test sessions, see the section [How to Select Tests and Start a Test Session](#).

Student is not associated with the school:

The student is not associated with your school, or you are not associated with the student's school.

Resolving Secure Browser Error Messages

This section provides possible resolutions for the following messages that students may receive when signing in to tests using the secure browser.

You cannot login with this browser:

This message occurs when the student is not using the correct Secure Browser. To resolve this issue, ensure the latest version of the secure browser is installed, and that the student launched the secure browser instead of a standard web browser. If the latest version of the secure browser is already running, then log the student out, restart the device, and try again.

Looking for an internet connection...:

This message appears when the secure browser cannot connect with the Test Delivery System. This can occur if there is a network-related problem. Make sure that either the network cable is plugged in (for wired connections) or the Wi-Fi connection is live (for wireless connections). Also check if the secure browser must use specific proxy settings; if so, those settings must be specified as options when configuring the secure browser. If connection issues persist, contact a network technician.

Test Environment Is Not Secure:

This message can occur when the secure browser detects a blacklisted application running on the device. If this message appears on an iPad, ensure that either Autonomous Single App Mode or Automatic Assessment Configuration is enabled. Customer Service and Support

If this document does not answer your questions, please contact the College Board.

College Board School Day Customer Service

Phone: 855-373-6387

Follow the prompts for digital testing and listen to the options for your area of concern. Support options include the following:

- General College Board assessments questions and policies
- Technical support with CAIs digital testing systems, such as TIDE or TA Interface

Email: schooldayassessments@collegeboard.org

If you are calling for technical support, you will be asked to provide as much detail as possible about the issues you encountered.

Include the following information:

- Test coordinator name and IT/network contact person and contact information
- Registration numbers of affected students. Do not provide any other student information as doing so may violate FERPA policies.
- Test Session ID for the affected student tests
- Operating system and browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration:
 - Secure browser installation (to individual machines or network)
 - Wired or wireless Internet network setup

About College Board

College Board is a mission-driven not-for-profit organization that connects students to college success and opportunity. Founded in 1900, College Board was created to expand access to higher education. Today, the membership association is made up of over 6,000 of the world's leading educational institutions and is dedicated to promoting excellence and equity in education. Each year, College Board helps more than seven million students prepare for a successful transition to college through programs and services in college readiness and college success — including the SAT® and the Advanced Placement® Program. The organization also serves the education community through research and advocacy on behalf of students, educators, and schools.

For further information, visit <https://www.collegeboard.org/>.